

2017 Carleton Satisfaction Survey for Employees

Conference Services

	% Using Service	Number of Users
	20.3%	172

Mean of Responses

	Conference Services		
	N	Avg.	Std. Dev.
My overall satisfaction with conference services	169	7.7	1.9
Ease of booking space online	148	7.5	2.3
Service provided in follow-up to a booking	157	7.9	1.9
Set-up and preparations done to room	154	8.1	1.7
Effective support provided during the event by conference service staff	151	8.0	1.8
Ability to provide everything needed to run a successful event	155	7.9	1.9
Value for money	150	6.2	2.6
Cleanliness of the conference space	160	7.7	1.9
Meeting spaces that are adequately furnished to meet my needs	157	7.7	1.8
Ability to book the desired space when needed	164	6.6	2.4
Courteous and helpful staff	163	8.5	1.5

Percentage of Responses

	Conference Services		
	Low	Med.	High
My overall satisfaction with conference services	4.7%	34.3%	60.9%
Ease of booking space online	10.1%	29.1%	60.8%
Service provided in follow-up to a booking	6.4%	26.8%	66.9%
Set-up and preparations done to room	3.2%	24.7%	72.1%
Effective support provided during the event by conference service staff	6.0%	24.5%	69.5%
Ability to provide everything needed to run a successful event	8.4%	22.6%	69.0%
Value for money	26.0%	38.7%	35.3%
Cleanliness of the conference space	5.6%	31.3%	63.1%
Meeting spaces that are adequately furnished to meet my needs	5.1%	35.0%	59.9%
Ability to book the desired space when needed	20.7%	37.2%	42.1%
Courteous and helpful staff	1.8%	17.8%	80.4%

Source: Carleton Satisfaction Survey for Employees, 2017

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.